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September 26, 2006

BY OVERNIGHT DELIVERY AND E-FILE

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station  
Boston, MA 02110

Re: Bay State Gas Company, D.T.E. 06-31

Dear Ms. Cottrell:

Enclosed for filing, on behalf of Bay State Gas Company ("Bay State"), please find Bay State's responses to the following Information Requests:

AG-3-03      AG-4-02      DTE-BSG-2-08      DTE-BSG-2-18      DTE-BSG-3-09

AG-3-08 (Supplemental)

Additionally, please find enclosed Bay State's re-filed responses to:

AG-3-7 - The attachment to AG-3-7 was inadvertently omitted from the September 25, 2006 hard copy filing package. This filing contains the attachment.

DTE-BSG-3-7 – Pages to the attachment to DTE-BSG-3-7 were missing from the September 25, 2006 hard copy filing package. This filing contains all the pages.

Please do not hesitate to telephone me with any questions whatsoever.

Very truly yours,

Patricia M. French

cc: Caroline Bulger, Hearing Officer (DTE)  
Paul Osborne (DTE)  
A. John Sullivan (DTE)  
Alexander Cochis, Assistant Attorney General (4 copies)  
Charles Harak, Esq. (UWUA)  
Nicole Horberg Decter, Esq. (USW)  
Service List

I hereby certify I provided a copy of the within by hand delivery/ overnight courier and/or e-file to each individual on the official service list on file with the Secretary of the Department of Telecommunications and Energy.

Dated at Westborough Massachusetts, this 26th day of September 2006.

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COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
THIRD SET OF INFORMATION REQUESTS FROM THE ATTORNEY GENERAL  
D.T.E. 06-31

Date: September 26, 2006

Responsible: Stephen H. Bryant, President

AG 3-3: Please refer to the AG 2-5, which states:

AG 2-5: Did any Company employee receive any bonus or incentive compensation for meeting the budget targets described in the response to AG-2-4? If yes, please identify the employee, the amounts of the bonus or incentive compensation, and the cost category associated with the award.

Please refer to the Company's response to AG 2-5, where the Company states, in part: "Company employees do not receive incentive payments for meeting their respective budgets under the *current* NiSource incentive plan structure. Under the *current* plan, NiSource must meet a pre-established financial trigger tied to basic earnings per share from continuing operations ('EPS')." (emphasis added).

- a) When was the "current" NiSource incentive plan implemented?
- b) From 1999 to the present, were there other NiSource bonus or incentive plans? If yes, then answer AG 2-5 with respect to those earlier incentive and bonus plans.
- c) Did Bay State maintain its own bonus and incentive plan from 1999 – 2006? If yes, then answer AG 2-5 with respect to those earlier incentive and bonus plans.
- d) For the years 1999 to 2006, please state the bonus and incentive Compensation received by Dan Cote, Steven Bryant, Keith Dalton, and Shawn Patterson, from Bay State and NiSource.
- e) Explain in detail why each individual in the response to AG 3-3(d) qualified for the bonus or incentive compensation. Include in this response any budget target or cost cutting bonus and incentive compensation awarded.

RESPONSE:

- (a) The Attorney General has attached unintended significance to the word "current" in Bay State's response to AG-2-5. While there

have been modifications to the NiSource incentive compensation plan, for the purposes of the Attorney General's question, the word "current" is irrelevant. Under each of the preceding plans, as well, NiSource had to meet a pre-established financial trigger tied to basic earnings per share from continuing operations ("EPS") for any employee or manager to receive a payout as incentive compensation.

- (b) See (a).
- (c) Bay State maintained its own bonus and incentive plan payouts until 1998. Following that time, such matters were consolidated at NiSource. No information exists regarding 1999 payouts under the 1998 plan.
- (d) The Company is in the process of researching the questions of bonuses paid for Messrs. Cote, Bryant and Dalton. Shawn Patterson was not an employee of Bay State during this period, nor did he play a role in the management of Bay State.
- (e) Annual incentive compensation is designed to be awarded to eligible employees based on two factors: (1) the trigger for incentive compensation payouts is met in the given year; and, (2) each employee meets their respective individual performance management criteria, which includes meeting the requirements of their position with regard to service and management.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
FOURTH SET OF INFORMATION REQUESTS FROM THE ATTORNEY GENERAL  
D.T.E. 06-31

Date: September 26, 2006

Responsible: Danny Cote, General Manager

- AG-4-2                      Please refer to Transcript, Volume 2, p. 309, DTE 05-27, where the Company witness Dan Cote stated, in part,: "In early 2004 we recognized, frankly, that the reductions that had occurred during the consolidation of NiSource had gone a little too deep."
- a) State all facts and provide copies of all documents that Mr. Cote relied upon to support his statement.
  - b) Where the "reductions" part of a cost cutting plan or merger integration program?
  - c) If the answer to AG 4-2(b) is yes, provide a copy of this plan or program and any updates or revisions. Provide all copies of all reports, analysis, e-mails and memorandums to or from Dan Cote or Steve Bryant for the years 2002-2004 that discuss the "reductions."
  - d) If the answer to AG 4-2(b) is no, discuss in detail why the Company had engaged in the "reductions."

RESPONSE: a) Mr. Cote did not rely on documents as the basis for this statement; rather, he relied on his recollection of events during this period. As part of Operations Excellence, a corporate-wide undertaking to identify and implement cost efficiencies, certain changes were made to field operations that were intended to yield operational efficiencies. Specifically, operational changes were made to allow certain field employees to begin their work day from home, rather than beginning the work day at a central company location. Such an approach is generally referred to as "home basing" employees. The Company also initiated a program for other field employees where, rather than reporting at the beginning of the work day to a central operational location, they would report to more local satellite locations. A number of positions were eliminated in *anticipation* of the efficiencies that would be gained by these operational changes. Although operating efficiency gains were realized, experience demonstrated that these changes did not yield the full amount of anticipated efficiencies.

As a general matter, since this time, Bay State has modified its approach to implementing operational changes so that manpower reductions are undertaken only after operational changes are made and expected efficiencies are actually demonstrated.

- b) As discussed in (a) above, the staffing reductions were undertaken as part of cost cutting or merger integration program.
- c) Please see the Company's response to (b) above.
- d) Please see the Company's response to (a) above.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
SECOND SET OF INFORMATION REQUESTS FROM THE DTE  
D.T.E. 06-31

Date: September 26, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-2-8      Refer to the NISOURCE/IBM Service Agreement, Exh. 1, at 843, provided in response to Record Request AG-9 (Confidential) from Bay State Gas Company, D.T.E. 05-27 (2005). What type of interaction with a walk-in center is contemplated?

RESPONSE:      Bay State currently does not operate any walk-in centers in Massachusetts, nor does it contemplate operating any of these centers in the future as part of the NISOURCE/IBM Service Agreement.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
SECOND SET OF INFORMATION REQUESTS FROM THE DTE  
D.T.E. 06-31

Date: September 26, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-2-18      Refer to the NISOURCE/IBM Service Agreement, Exh. 8, at 135.  
What is the current status of the web self service project for Bay  
State Gas?

RESPONSE:      The initial phase of the web self service project is complete.  
Customers can now register and obtain their account information  
and view bills on line. It is expected that additional functionality  
will be added over time to move the web self service option from  
an informational focus to a transactional focus that would allow  
customers to complete certain transactions on line. No specific  
time frame has yet been set for this next step of the web self serve  
project.



COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
THIRD SET OF INFORMATION REQUESTS FROM THE DTE  
D.T.E. 06-31

Date: September 26, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-3-9      Refer to Exh. BSG 1-14. Please provide the following information concerning those Bay State positions that were eliminated due to the merger with Columbia Gas Systems:

- 1) Exact number of positions eliminated;
- 2) The titles of the eliminated positions;
- 3) A description of the duties associated with each position; and
- 4) The reasoning behind the elimination of each position.

RESPONSE:      1) As discussed in the Company's response to DTE-BSG-1-14, there is no way to make a reliable connection between the NiSource, Inc. / Columbia Energy Group (NiSource / Columbia) merger and the elimination of positions. The NiSource / Columbia merger was completed on November 1, 2000, only two years after the completion of the merger of NIPSCO Industries (now NiSource) and Bay State Gas Company. As is demonstrated by an examination of Supplemental Attachment DTE-BSG-1-14, a significant number of positions were eliminated in 2000, some well before the completion of the NiSource, Inc. / Columbia merger, while other positions were eliminated following the merger. Some of these positions were, most likely, eliminated due to the redundancies that were created by one or the other of the two mergers. Such redundancies are inevitable in the merging of companies that are engaged in the same basics business, and the Company has an obligation to eliminate such obligations over time, in order to achieve the lowest reasonable operating cost.

Also see the Company's response to UWUA-4-18.

- 2) Please see the Company's response to (1) above.
- 3) Please see the Company's response to (1) above.
- 4) Generally, the elimination of any position is due to the fact that, in the judgment of the Company, the elimination of the position is consistent with the Company's obligation to provide safe and reliable service at the lowest reasonable cost.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
THIRD SET OF INFORMATION REQUESTS FROM THE ATTORNEY GENERAL  
D.T.E. 06-31

Date: September 26, 2006

Responsible: Stephen H. Bryant, President  
Danny G. Cote, General Manager

**SUPPLEMENTAL RESPONSE**

AG 3-8: Please refer to the Company's response to AG-2-10.

- a) Describe in detail the "aggressive cost management techniques" used at the Company. Provide any documentation that describes the "aggressive cost management techniques." Provide any reports that describe the results of the "aggressive cost management techniques."
- b) Provide copies of all e-mails to or from Date Cote and Steven Bryant regarding the "aggressive cost management techniques" and main replacement.
- c) From 1999 to 2006 list all plant balances for bare steel mains.
- d) Provide copies of all e-mails and reports to or from: Harris Marple and Mike O'Donnel (or their respective predecessors) regarding the Company's "aggressive cost management techniques" and main replacement.

RESPONSE: (a) By referring to the Company's cost management techniques as "aggressive", Mr. Bryant simply means that Bay State and other NiSource distribution companies consistently focus on methods to provide quality service to its customers at the lowest reasonable cost. For a brief description of the Company's effort regarding cost management techniques related to pipe replacement see the Company's Reply Brief in D.T.E. 05-27, p.15.

(b) and (d). The key words "aggressive cost management techniques" do not appear in any e-mails accompanied by the phrase "main replacement" in the electronic mailbox of either Mr. Cote or Mr. Bryant, nor in any e-mail exchange to or from Mr. Cote or Mr. Bryant with Mr. Marple or Mr. O'Donnell.

- (c) Bay State is still obtaining this information. The employee charged with obtaining it has been absent due to hospitalization.

## SUPPLEMENTAL RESPONSE

- (c) See Table AG-3-8 Supplemental Response for plant balances for bare steel mains for the period 1999 through August 2006.

**Table AG-3-8**  
Supplemental Response  
Plant Balances for Bare Steel Mains

<u>Year</u>	<u>Plant Balances</u>
1999	\$2,802,073.73
2000	\$2,743,219.62
2001	\$2,693,884.43
2002	\$2,660,467.87
2003	\$2,623,324.97
2004	\$2,554,358.72
2005	\$2,349,709.83
2006	\$2,242,944.86 as of August 2006

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
THIRD SET OF INFORMATION REQUESTS FROM THE DTE  
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-3-7      Refer to the Company's response to DTE-BSG-1-13. Please provide, in the same format as the referenced exhibit, the Company's staffing levels at the Brockton, Springfield, Lawrence and Westboro locations as of June 30 of each year from 1997 through 2005.

RESPONSE:      Please see Attachments DTE-BSG 3-7 (A) – (K) for the currently available staffing levels at Bay State between 1997 – 2006. The Company notes that both the format and data provided in its response to DTE-BSG-1-13 are different than what is being filed in Attachments DTE-BSG 3-7 (A) – (K) for the following reasons. First, the data included in Attachment DTE-BSG-1-13 only included full-time employees. Second, the data in Attachment DTE-BSG-1-13 did not, for example, differentiate between union and non-union positions. Therefore, Attachments DTE-BSG-3-7 (A) – (K) provide currently available summary level data. The Company believes these attachments reflect a reasonable result to place positions into consistent categories across multiple years using different human resource data bases.

To help facilitate the Department's review of this data, Attachment DTE-BSG-3-7 (A) includes a compilation of all division-level data by employment category (e.g., exempt, non-exempt, union operational, union clerical, etc.) for a given month each year beginning November 1997. The Company generally provided the June-ending data for each year except for November 1997 and November 1999, because this was the best available data. The Company was unable to provide division-specific data by department for 2002, because more detailed information is not readily available.

**Bay State Gas Company  
Staffing Level History  
1997 - 2006**

	Division	Exempt	Non-Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Total Employed	Temps
As of June 2006	Brockton	28	16	159	40	243	4	0	247	8
	Springfield	29	2	118	83	232	14	0	246	8
	Lawrence	6	2	49	0	57	0	0	57	0
	Westborough	16	7	0	0	23	0	3	26	3
	TOTAL	79	27	326	123	555	18	3	576	19
As of June 2005	Brockton	29	16	160	41	246	5	0	248	NA
	Springfield	28	4	117	82	231	16	0	247	NA
	Lawrence	5	2	48	0	55	0	0	55	NA
	Westborough	17	6	0	0	23	0	3	26	NA
	TOTAL	79	28	325	123	555	21	3	579	0
As of June 2004	Brockton	35	0	150	41	226	5	0	231	NA
	Springfield	24	3	122	83	232	12	0	244	NA
	Lawrence	5	2	45	0	52	0	0	52	NA
	Westborough	13	6	0	0	19	0	3	22	NA
	TOTAL	77	11	317	124	529	17	3	549	0
As of June 2003	Brockton	34	0	143	43	220	5	0	225	NA
	Springfield	23	3	116	74	216	22	0	238	NA
	Lawrence	5	2	47	0	54	0	0	54	NA
	Westborough	15	6	0	0	21	0	2	23	NA
	TOTAL	77	11	306	117	511	27	2	540	0
As of June 2002	Brockton	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Springfield	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Lawrence	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Westborough	NA	NA	NA	NA	NA	NA	NA	NA	NA
	TOTAL	99	11	345	125	580	18	0	598	0

**Bay State Gas Company  
Staffing Level History  
1997 - 2006**

	Division	Exempt	Non-Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Total Employed	Temps
As of June 2001	Brockton	50	1	161	54	266	3.5	0	269.5	8
	Springfield	44	4	137	94	279	3	0	282	8
	Lawrence	8	4	53	6	71	0	0	71	0
	Westborough	69	21	0	0	90	0	4.5	94.5	3
	TOTAL	171	30	351	154	706	6.5	4.5	717	19
As of June 2000	Brockton	52	1	164	55	272	3.5	0	275.5	1
	Springfield	49	7	138	107	301	4.5	0	305.5	0
	Lawrence	9	6	62	0	77	0	0	77	1
	Westborough	103	31	0	2	136	0	4.5	140.5	6
	TOTAL	213	45	364	164	786	8	4.5	798.5	8
As of November 1999	Brockton	53	0	168	53	274	6	1	281	1
	Springfield	45	6	133	90	274	9	0	283	0
	Lawrence	9	7	54	10	80	0	0	80	1
	Westborough	121	37	0	0	158	0	9	167	5
	TOTAL	228	50	355	153	786	15	10	811	7
As of June 1998	Brockton	49	0	168	53	270	7	0	277	32
	Springfield	47	0	149	71	267	5	0	272	21
	Lawrence	15	0	53	11	79	1	0	80	9
	Westborough	183	0	0	0	183	0	7	190	17
	TOTAL	294	0	370	135	799	13	7	819	79
As of November 1997	Brockton	47	0	175	55	277	10	1	288	6
	Springfield	47	0	147	58	252	9	0	261	10
	Lawrence	15	0	54	11	80	1	0	81	3
	Westborough	165	0	0	0	165	0	5	170	7
	TOTAL	274	0	376	124	774	20	6	800	26

**DATE**  
**LOCATION**

**JUNE 2006**  
**BROCKTON**

<b>DEPARTMENT</b>	<b>FULL TIME</b>				<b>TOTAL</b>
	<b>EXEMPT</b>	<b>UNION OPERATING</b>	<b>UNION CLERICAL</b>	<b>NON- EXEMPT</b>	
Admin-Field Location	1				1
Billing	2		18		20
Customer Service	2	52	1		55
Data Entry			4		4
Distribution	4	64	9	1	78
Eng/Construction/ Tech Ops	3			4	7
External Communications	1				1
Facilities			1		1
Field Collections	1	3	2		6
Fleet - BG	2	5			7
GIS	1	2			3
Logistics			1	10	11
Meter Reading		4			4
Metering	2	15	1		18
NE Retail Svc&Sales	2			1	3
Operational Support Svcs		2			2
Scheduling	1		2		3
Stores		3			3
Systems Opns	6	9	1		16
<b>Total</b>	<b>28</b>	<b>159</b>	<b>40</b>	<b>16</b>	<b>243</b>
<b>Part Time</b>					
Billing			2		2
Scheduling			2		2
<b>Total</b>			<b>4</b>		<b>4</b>

DATE  
LOCATION

JUNE 2006  
SPRINGFIELD

DEPARTMENT	EXEMPT	UNION	FULL TIME	UNION	NON	TOTAL
		OPERATING	OPERATING			
		NORTHAMPTON	SPRINGFIELD	CLERICAL	EXEMPT	
Admin-Field Location	1					1
Call Center	6			58	1	65
Customer Service		2	22	1		25
Distribution	6	5	36	6	1	54
Energy Supply				1		1
Eng/Construction/ Tech Ops	5					5
External Communications	1					1
Facilities			1	2		3
Field Collections			1	2		3
Fleet - BG	1		3	1		5
GIS				1		1
Meter Reading			4			4
Meter Shop	1		7			8
Metering	3		22			25
NE Retail Svc&Sales	1					1
Operational Support Svcs			1			1
Revenue Recovery	1			8		9
Sales Key Accounts	1					1
Scheduling				3		3
Stores			4			4
Systems Opns	2		10			12
Grand Total	29	7	111	83	2	232
<b>PART TIME</b>						
Call Center				13		13
Scheduling				1		1
Grand Total				14		14



**DATE**  
**LOCATION**

**JUNE 2006**  
**LAWRENCE**

**FULL TIME**

<b>DEPARTMENT</b>	<b>EXEMPT</b>	<b>UNION</b>	<b>NON EXEMPT</b>	<b>TOTAL</b>
Admin-Field Location	1			1
Customer Service	1	13		14
Distribution	1	10	1	12
Eng/Construction/ Tech Ops	1			1
Field Collections		3		3
GIS			1	1
Meter Reading		3		3
Metering	1	13		14
Regulatory Affrs&Pres Staff	1			1
Scheduling		1		1
Stores		2		2
Systems Opns		4		4
Grand Total	6	49	2	57

**PART TIME**

NONE

**DATE**  
**LOCATION**

**JUNE 2006**  
**WESTBOROUGH**

<b>DEPARTMENT</b>	<b>FULL TIME</b>		<b>TOTAL</b>
	<b>EXEMPT</b>	<b>NON EXEMPT</b>	
Admin-Operations	1		1
C.A.R.E.S.	1		1
Demand Side Management	2	2	4
Eng/Construction/ Tech Ops	2	1	3
Facilities	1	2	3
NE Retail Svc&Sales	1		1
Operational Support Svcs	2		2
Operations Mgmt DGC		2	2
Regulatory Affrs&Pres Staff	5		5
Systems Opns	1		1
Grand Total	16	7	23

	<b>PART TIME</b>		
Facilities		2	2
Operational Support Svcs		1	1
Grand Total		3	3

**DATE**                      **JUNE 2005**  
**LOCATION**                **BROCKTON**

<b>DEPARTMENT</b>	<b>EXEMPT</b>	<b>FULL TIME</b>			<b>TOTAL</b>
		<b>UNION OPERATING</b>	<b>UNION CLERICAL</b>	<b>NON- EXEMPT</b>	
Admin-Field Location	1				1
Billing	2		19		21
Customer Service	2	52	2		56
Data Entry			4		4
Distribution	4	65	8	2	79
Eng/Construction/Tech Ops	3			3	6
External Communications	1				1
Facilities			1		1
Field Collections	1	3	2		6
Fleet - BG	2	5			7
GIS	1	2			3
Logistics	1		1	10	12
Meter Reading		4			4
Metering	2	14	1		17
NE Retail Svc&Sales	2			1	3
Operational Support Services		2			2
Scheduling	1		2		3
Stores		4			4
Systems Opns	6	9	1		16
<b>TOTAL</b>	<b>29</b>	<b>160</b>	<b>41</b>	<b>16</b>	<b>246</b>

<b>PART TIME</b>				
Billing			3	3
Scheduling			2	2
<b>TOTAL</b>			<b>5</b>	<b>5</b>

DATE  
LOCATION

JUNE 2005  
SPRINGFIELD

DEPARTMENT	EXEMPT	FULL TIME		UNION CLERICAL	NON EXEMPT	TOTAL
		UNION OPERATING NORTHAMPTON	UNION OPERATING SPRINGFIELD			
Admin-Field Location	1					1
Call Center	5			56		61
Customer Service		3	24	2		29
Distribution	6	5	32	6	4	53
Energy Supply				1		1
Eng/Construction/Tech Ops	5					5
External Communications	1					1
Facilities			1	2		3
Field Collections			2	2		4
Fleet - BG	1		3	1		5
GIS				1		1
Meter Reading			4			4
Meter Shop	1		7			8
Metering	3		21			24
NE Retail Svc&Sales	1					1
Operational Support Services			1			1
Revenue Recovery	1			8		9
Sales Key Accounts	1					1
Scheduling				3		3
Stores			4			4
Systems Opns	2		10			12
Grand Total	28	8	109	82	4	231
<b>PART TIME</b>						
Call Center				15		15
Scheduling				1		1
Grand Total				16		16

**DATE**                      **JUNE 2005**  
**LOCATION**                **LAWRENCE**

**FULL TIME**

<b>DEPARTMENT</b>	<b>EXEMPT</b>	<b>UNION</b>	<b>NON EXEMPT</b>	<b>TOTAL</b>
Admin-Field Location	1			1
Customer Service		13		13
Distribution	1	11	1	13
Eng/Construction/Tech Ops	1			1
Field Collections		3		3
GIS			1	1
Meter Reading		3		3
Metering	1	13		14
Regulatory Affrs&Pres Staff	1			1
Scheduling		1		1
Stores		2		2
Systems Opns		2		2
<b>TOTAL</b>	<b>5</b>	<b>48</b>	<b>2</b>	<b>55</b>

**PART TIME**

**NONE**

**DATE**  
**LOCATION**

**JUNE 2005**  
**WESTBOROUGH**

<b>DEPARTMENT</b>	<b>FULL TIME</b>		<b>TOTAL</b>
	<b>EXEMPT</b>	<b>NON EXEMPT</b>	
Admin-Operations	1		1
C.A.R.E.S.	1		1
Demand Side Management	2	1	3
Eng/Construction/Tech Ops	2	1	3
Facilities	1	2	3
NE Retail Svc&Sales	1		1
Operational Support Services	2		2
Operations Mgmt - DGC	1	2	3
Regulatory Affrs&Pres Staff	5		5
Systems Opns	1		1
<b>TOTAL</b>	<b>17</b>	<b>6</b>	<b>23</b>
<b>PART TIME</b>			
Facilities		2	2
Operational Support Services		1	1
<b>TOTAL</b>		<b>3</b>	<b>3</b>

**DATE** **JUNE 2004**  
**LOCATION** **BROCKTON**

DEPARTMENT	EXEMPT	FULL TIME		NON-EXEMPT	TOTAL
		UNION OPERATING	UNION CLERICAL		
Admin-Field Location	1				1
Billing	2		19		21
Customer Service	2	52	2		56
Data Entry			3		3
Dispatch	8		3		11
Distribution	5	52	8		65
Eng/Construction/Tech Ops	5	2			7
Facilities			1		1
Field Collections	1	3	2		6
Fleet - BG		4			4
Gas Operations M&Regulate	6	9	1		16
Meter Reading		4			4
Metering	2	15	1		18
Operational Support Services		5			5
Sales & Energy Prod & Svcs	2				2
Scheduling	1		1		2
Stores		4			4
<b>TOTAL</b>	<b>35</b>	<b>150</b>	<b>41</b>		<b>226</b>
PART TIME					
Billing			3		3
Scheduling			2		2
<b>TOTAL</b>			<b>5</b>		<b>5</b>

**DATE**                      **JUNE 2004**  
**LOCATION**                **SPRNGFIELD**

DEPARTMENT	EXEMPT	FULL TIME				TOTAL
		UNION OPERATING NORTHAMPTON	UNION OPERATING SPRINGFIELD	UNION CLERICAL	NON- EXEMPT	
Admin-Field Location	1					1
Call Center	5			59		64
Customer Service		4	22	2		28
Distribution	7	5	34	4	3	53
Energy Supply				1		1
Eng/Construction/Tech Ops	4					4
Facilities			1	2		3
Field Collections			3	1		4
Fleet - BG			3	1		4
Gas Operations M&Regulate	1		14			15
Meter Reading			5			5
Meter Shop	1		7			8
Metering	3		17			20
Operational Support Services			2	1		3
Revenue Recovery	1			9		10
Sales & Energy Prod & Svcs	1					1
Scheduling				3		3
Stores			5			5
<b>TOTAL</b>	<b>24</b>	<b>9</b>	<b>113</b>	<b>83</b>	<b>3</b>	<b>232</b>
PART TIME						
Call Center				11		11
Scheduling				1		1
<b>TOTAL</b>				<b>12</b>		<b>12</b>



**DATE**  
**LOCATION**

**JUNE 2004**  
**LAWRENCE**

**FULL TIME**

<b>DEPARTMENT</b>	<b>EXEMPT</b>	<b>UNION</b>	<b>NON EXEMPT</b>	<b>TOTAL</b>
Admin-Field Location	1			1
Customer Service	1	12		13
Distribution	1	11	1	13
Eng/Construction/Tech Ops	1		1	2
Field Collections		3		3
Gas Operations M&Regulate		3		3
Meter Reading		3		3
Metering	1	10		11
Scheduling		1		1
Stores		2		2
<b>TOTAL:</b>	<b>5</b>	<b>45</b>	<b>2</b>	<b>52</b>

**PART TIME**

**NONE**

**DATE**  
**LOCATION**

**JUNE 2004**  
**WESTBOROUGH**

**FULL TIME**

<b>DEPARTMENT</b>	<b>EXEMPT</b>	<b>NON EXEMPT</b>	<b>TOTAL</b>
Admin-Operations	1		1
C.A.R.E.S.	1		1
Demand Side Management	1	2	3
Eng/Construction/Tech Ops	4		4
Facilities	1	2	3
Gas Operations M&Regulate	1		1
Operational Support Services	2		2
Operations Mgmt - DGC	1	2	3
Sales & Energy Prod & Svcs	1		1
<b>TOTAL</b>	<b>13</b>	<b>6</b>	<b>19</b>

**PART TIME**

Facilities		2	2
Operational Support Services		1	1
<b>TOTAL</b>		<b>3</b>	<b>3</b>

**DATE** **JUNE 2003**  
**LOCATION** **BROCKTON**

<b>DEPARTMENT</b>	<b>EXEMPT</b>	<b>FULL TIME</b>		<b>NON-EXEMPT</b>	<b>TOTAL</b>
		<b>UNION OPERATING</b>	<b>UNION CLERICAL</b>		
Admin-Field Location	1				1
Billing	2		21		23
Customer Service	2	44	2		48
Data Entry			3		3
Dispatch	7		3		10
Distribution	5	52	7		64
Eng/Construction/Tech Ops	4	3			7
Facilities			1		1
Field Collections	1	3	2		6
Fleet - BG		4			4
Gas Operations M&Regulate	6	9	1		16
Human Resources	1				1
Meter Reading		7			7
Metering	2	17	1		20
Sales & Energy Prod & Svcs	2				2
Scheduling	1		2		3
Stores		<u>4</u>			<u>4</u>
<b>TOTAL</b>	<b>34</b>	<b>143</b>	<b>43</b>	<b>0</b>	<b>220</b>
<b>PART TIME</b>					
Billing			3		3
Scheduling			<u>2</u>		<u>2</u>
<b>TOTAL</b>			<b>5</b>		<b>5</b>

DATE JUNE 2003  
LOCATION SPRINGFIELD

DEPARTMENT	EXEMPT	UNION	FULL TIME	UNION	NON	TOTAL
		OPERATING	OPERATING	CLERICAL		
		NORTHAMPTON	SPRINGFIELD		EXEMPT	
Admin-Field Location	1					1
Call Center	4			50		54
Customer Service		4	23	1		28
Distribution	7	5	35	6	3	56
Energy Supply				1		1
Eng/Construction/Tech Ops	4			1		5
Facilities			1	2		3
Field Collections			7	2		9
Fleet - BG			3	1		4
Gas Operations M&Regulate	1		12			13
Human Resources	1					1
Meter Reading			10			10
Meter Shop	1		6			7
Metering	3		7			10
Revenue Recovery	1			7		8
Scheduling				3		3
Stores			3			3
<b>TOTAL</b>	<b>23</b>	<b>9</b>	<b>107</b>	<b>74</b>	<b>3</b>	<b>216</b>
<b>PART TIME</b>						
Call Center				21		21
Scheduling				1		1
<b>TOTAL</b>				<b>22</b>		<b>22</b>

**DATE**  
**LOCATION**

**JUNE 2003**  
**LAWRENCE**

**FULL TIME**

<b>Department</b>	<b>EXEMPT</b>	<b>UNION</b>	<b>NON EXEMPT</b>	<b>TOTAL</b>
Admin-Field Location	1			1
Customer Service	1	11		12
Distribution	1	11	1	13
Eng/Construction/Tech Ops	1		1	2
Field Collections		3		3
Gas Operations M&Regulate		3		3
Meter Reading		5		5
Metering	1	11		12
Scheduling		1		1
Stores		2		2
Grand Total	5	47	2	54

**PART TIME**

**NONE**

**DATE**                      **JUNE 2003**  
**LOCATION**                **WESTBOROUGH**

<b>FULL TIME</b>			
<b>DEPARTMENT</b>	<b>EXEMPT</b>	<b>NON EXEMPT</b>	<b>TOTAL</b>
Admin-Operations	1		1
C.A.R.E.S.	1		1
Demand Side Management	1	1	2
Eng/Construction/Tech Ops	4		4
ERT & Instrument Mgmt	2		2
Facilities	1	2	3
Gas Operations M&Regulate	1		1
Human Resources	2	1	3
Operations Mgmt - DGC	1	2	3
Sales & Energy Prod & Svcs	1		1
<b>TOTAL:</b>	<b>15</b>	<b>6</b>	<b>21</b>
<b>PART TIME</b>			
Admin-Operations		1	1
Facilities		1	1
<b>TOTAL</b>		<b>2</b>	<b>2</b>

# NiSource Inc.

## Subsidiary Staffing Levels As of June 30, 2002

Bay State Gas Company  
D.T.E. 06-31  
Attachment DTE-BSG-3-7 (F)  
Page 1 of 1

	PREVIOUS MONTH 5/31/2002	MGMT	SUPV EXEMPT	NON EXEMPT	BARGAINING CLER	PHYS	SUB TOTAL	PART TIME & TEMPS	GRAND TOTAL	VAR FROM 5/31/2002 to 06/30/02	LTD**
<b>Corporate</b>											
NiSource Corporate Services Co	293	104	141	46	0	0	291	3	294	✓ 1	15
*Lake Erie Land Company	20	0	11	5	0	0	16	4	20	0	
NiSource Development Co.	0	0	0	0	0	0	0	0	0	0	
*Sand Creek C.C.	207	6	22	21	0	0	49	173	222	15	
Columbia Propane Corp	0	0	0	0	0	0	0	0	0	0	
Columbia Propane LP	3	0	1	1	0	1	3	0	3	0	21
Columbia Petroleum Corp	0	0	0	0	0	0	0	0	0	0	
<b>Total Corporate</b>	<b>523</b>	<b>110</b>	<b>175</b>	<b>73</b>	<b>0</b>	<b>1</b>	<b>359</b>	<b>180</b>	<b>539</b>	<b>16</b>	<b>36</b>
<b>Business Services</b>											
Bay State Gas	20	1	0	0	2	17	20	0	20	✓ 0	1
NiSource Corporate Services Co.	587	50	406	124	0	0	580	12	592	✓ 5	
NIPSCO	146	0	0	0	33	114	147	0	147	1	1
Northern Utilities	3	0	0	0	0	3	3	0	3	0	
<b>Total Business Services</b>	<b>756</b>	<b>51</b>	<b>406</b>	<b>124</b>	<b>35</b>	<b>134</b>	<b>750</b>	<b>12</b>	<b>762</b>	<b>6</b>	<b>2</b>
<b>Energy Distribution</b>											
Bay State Gas	584	47	51	11	123	328	560	18	578	-6	35
Columbia Service Partners, Inc.	8	0	4	4	0	0	8	1	9	1	
Columbia Gas of Kentucky Inc	189	1	35	52	0	101	189	0	189	0	15
Columbia Gas of Ohio Inc	1317	5	266	845	10	180	1306	7	1313	-4	82
Columbia Gas of Maryland Inc	48	0	3	19	0	25	47	0	47	-1	1
Columbia Gas of Pennsylvania Inc	691	4	111	131	0	411	657	38	695	4	16
Columbia Gas of Virginia Inc	258	2	50	113	0	88	253	0	253	-5	8
Kokomo Gas & Fuel Company	60	6	6	0	14	34	60	0	60	0	
NIPSCO	1882	31	393	18	371	1006	1819	51	1870	-12	
NiSource Corporate Services Co.	318	117	161	31	0	0	309	8	317	✓ -1	
Northern Indiana Fuel & Light Co.	61	3	11	47	0	0	61	0	61	0	
Northern Utilities	94	8	11	24	0	49	92	2	94	0	9
<b>Total Energy Distribution</b>	<b>5510</b>	<b>224</b>	<b>1102</b>	<b>1295</b>	<b>518</b>	<b>2222</b>	<b>5361</b>	<b>125</b>	<b>5486</b>	<b>-24</b>	<b>166</b>
<b>Merchant</b>											
EnergyUSA TPC Corp.	58	13	40	4	0	0	57	0	57	-1	
NIPSCO	648	24	241	11	10	359	645	0	645	✓ -3	4
NiSource Corporate Services Co.	160	34	112	10	0	0	156	3	159	✓ -1	
Primary Energy	24	9	11	3	0	0	23	1	24	0	
<b>Total Merchant</b>	<b>890</b>	<b>80</b>	<b>404</b>	<b>28</b>	<b>10</b>	<b>359</b>	<b>881</b>	<b>4</b>	<b>885</b>	<b>-5</b>	<b>4</b>
<b>EnergyUSA</b>											
EnergyUSA Propane	55	7	3	21	0	25	56	0	56	1	2
SM&P	2079	21	250	1778	0	0	2049	29	2078	-1	
<b>Total EnergyUSA</b>	<b>2134</b>	<b>28</b>	<b>253</b>	<b>1799</b>	<b>0</b>	<b>25</b>	<b>2105</b>	<b>29</b>	<b>2134</b>	<b>0</b>	<b>2</b>
Columbia Gas Transmission Corp	1428	3	425	297	3	775	1432	3	1434	✓ 2	76
Columbia Natural Resources Inc.	375	5	121	24	0	186	375	4	379	4	16
CNG Services Inc.	2	0	2	0	0	0	2	0	2	0	
Heavy Hauling & Gravel Inc.	8	0	1	0	0	0	8	0	8	0	1
Gravel	3	0	1	1	0	0	3	0	3	0	
<b>Total Pipeline and Production</b>	<b>2236</b>	<b>27</b>	<b>795</b>	<b>541</b>	<b>3</b>	<b>961</b>	<b>2244</b>	<b>7</b>	<b>2251</b>	<b>15</b>	<b>112</b>
<b>NiSource Energy Tech</b>											
NiSource Energy Technologies, Inc.	13	0	7	0	0	0	13	0	13	0	
<b>Total NiSource Energy Tech</b>	<b>13</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>0</b>	
<b>Grand Total</b>	<b>12631</b>	<b>833</b>	<b>3178</b>	<b>3953</b>	<b>533</b>	<b>3804</b>	<b>12137</b>	<b>380</b>	<b>12517</b>	<b>-14</b>	<b>222</b>
<b>Adjusted Total***</b>	<b>9695</b>	<b>492</b>	<b>2765</b>	<b>2034</b>	<b>563</b>	<b>3660</b>	<b>9520</b>	<b>145</b>	<b>9665</b>	<b>-30</b>	<b>299</b>

\*These subsidiaries are not stored on the PeopleSoft System.

\*\*Long Term Disability employee counts are not included in the "Grand Total".

\*\*\* Adjusted Total EXCLUDES Non-Core and discontinued operations

Non Core and Discontinued Operations include:

Lake Erie Land Company  
NiSource Development Co.  
Sand Creek C.C.  
Columbia Propane Corp  
Columbia Propane LP  
Columbia Petroleum Corp  
EnergyUSA Propane  
Indianapolis Water Company  
SM&P

Salary continuation employees are not included in this report.

MANPOWER: BROCKTON

MONTH/YEAR JUNE 2001

Bay State Gas Company  
D.T.E. 06-31  
Attachment DTE-BSG 3-7 (G)  
Page 1 of 4

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non-Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
01100	Gas Operations		7	0	8	1	16	0.00	0.00	0	16.00
01105	Facilities		0	0	0	1	1	0.00	0.00	0	1.00
01115	Distribution		8	0	63	8	79	0.00	0.00	2	81.00
01120	Stores		0	0	4	0	4	0.00	0.00	0	4.00
01140	Engineering and Construction		4	1	0	0	5	0.00	0.00	0	5.00
01150	Fleet		0	0	5	1	6	0.00	0.00	0	6.00
01205	Sales Key Accounts		2	0	0	1	3	0.00	0.00	0	3.00
01210	Sales Construction		7	0	0	3	10	0.00	0.00	0	10.00
01215	Metering		2	0	32	1	35	0.00	0.00	5	40.00
01230	Billing		4	0	0	25	29	1.50	0.00	0	30.50
01240	Collections/Revenue Recovery		0	0	0	1	1	0.00	0.00	0	1.00
01250	Customer Service		3	0	46	2	51	0.00	0.00	0	51.00
01270	Field Collections		1	0	3	1	5	0.50	0.00	1	6.50
01271	Dispatch		8	0	0	7	15	0.00	0.00	0	15.00
01275	Scheduling		1	0	0	2	3	1.50	0.00	0	4.50
01357	Admin - Field Location		1	0	0	0	1	0.00	0.00	0	1.00
01400	Human Resources		1	0	0	0	1	0.00	0.00	0	1.00
01305	Communications		1	0	0	0	1	0.00	0.00	0	1.00
03850	I/S Operations		0	0	0	0	0	0.00	0.00	0	0.00
	TOTAL		50	1	161	54	266	3.50	0.00	8	277.50



MANPOWER:

SPRINGFIELD

Jun-01

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non-Exempt	Union Ops	Union Clerical FT	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
02060	Gas Dispatch		12	0	0	1	13	0.00	0.00	0	13.00
02100	Gas Operations		1	0	9	0	10	0.00	0.00	0	10.00
02105	Facilities		0	0	1	2	3	0.00	0.00	0	3.00
02115	Distribution		6	3	40	5	54	0.00	0.00	0	54.00
02120	Stores		0	0	4	0	4	0.00	0.00	0	4.00
02130	Meter Shop		1	0	10	0	11	0.00	0.00	0	11.00
02140	Engineering and Construction		6	0	0	2	8	0.00	0.00	0	8.00
02150	Fleet		0	0	5	1	6	0.00	0.00	0	6.00
02205	Sales Key Accounts		2	0	0	2	4	0.00	0.00	0	4.00
02207	Sales Conversion		0	0	2	0	2	0.00	0.00	0	2.00
02210	Sales Construction		0	0	3	1	4	0.00	0.00	0	4.00
02215	Metering		3	0	25	0	28	0.00	0.00	8	36.00
02235	Call Center		8	0	0	64	72	1.50	0.00	0	73.50
02240	Collections/Revenue Recovery		0	0	0	9	9	0.00	0.00	0	9.00
02250	Customer Service		2	0	33	2	37	0.00	0.00	0	37.00
02260	Customer Connect		0	0	0	0	0	0.00	0.00	0	0.00
02270	Field Collections		1	0	5	1	7	0.00	0.00	0	7.00
02275	Scheduling		0	0	0	3	3	1.50	0.00	0	4.50
02357	Admin - Field Location		1	0	0	0	1	0.00	0.00	0	1.00
02400	Human Resources		1	1	0	0	2	0.00	0.00	0	2.00
02850	BS Data Center Operations		0	0	0	1	1	0.00	0.00	0	1.00
	TOTAL	0	44	4	137	94	279	3.00	0.00	8	290.00

MANPOWER

LAWRENCE

MONTH/YR: JUNE 2001

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
04100	Gas Operations		0	0	3	0	3	0.00	0.00	0	3.00
04115	Distribution		1	1	11	0	13	0.00	0.00	0	13.00
04120	Stores		0	0	3	0	3	0.00	0.00	0	3.00
04140	Engineering and Construction		2	2	0	0	4	0.00	0.00	0	4.00
04150	Natural Gas Vehicles		0	0	0	0	0	0.00	0.00	0	0.00
04205	Sales Key Accounts		2	0	0	0	2	0.00	0.00	0	2.00
04210	Sales Construction		0	0	0	0	0	0.00	0.00	0	0.00
04215	Metering		1	0	17	0	18	0.00	0.00	0	18.00
04230	Bills and Inquires		0	0	0	0	0	0.00	0.00	0	0.00
04240	Collections/Revenue Recovery		0	0	0	1	1	0.00	0.00	0	1.00
04250	Customer Service		1	0	17	1	19	0.00	0.00	0	19.00
04260	Customer Connect		0	0	0	0	0	0.00	0.00	0	0.00
04270	Field Collections		0	0	2	3	5	0.00	0.00	0	5.00
04275	Scheduling		0	0	0	1	1	0.00	0.00	0	1.00
04305	Communications		0	0	0	0	0	0.00	0.00	0	0.00
04357	Admin - Field Location		1	1	0	0	2	0.00	0.00	0	2.00
04400	Human Resources		0	0	0	0	0	0.00	0.00	0	0.00
04500	Energy Products & Services		0	0	0	0	0	0.00	0.00	0	0.00
	TOTAL	0	8	4	53	6	71	0.00	0.00	0	71.00

## MANPOWER

WESTBORO

MONTH/YR: June 30, 2001

Bay State Gas Company  
D.T.E. 06-31  
Attachment DTE-BSG 3-7 (G)  
Page 4 of 4

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
03050	Gas Supply		3	1	0	0	4	0.00		1.00	5.00
03105	Facilities		1	3	0	0	4	0.00	0.50	1.00	5.50
03110	Purchasing		0	0	0	0	0	0.00			0.00
03140	Technical Operations		4	1	0	0	5	0.00			5.00
03200	Operational Services		3	1	0	0	4	0.00			4.00
03211	Transportaiton Operations & Svcs		3	0	0	0	3	0.00		1.00	4.00
03230	Billing Trans & Exchange		0	0	0	0	0	0.00			0.00
03240	Collections/Revenue Recovery		0	0	0	0	0	0.00			0.00
03270	Admin - Metering		2	0	0	0	2	0.00			2.00
03305	Communications		1	0	0	0	1	0.00			1.00
03315	Sales		6	1	0	0	7	0.00			7.00
03330	Demand Side Management		1	1	0	0	2	0.00	0.50	1.00	3.50
03340	CARES		1	1	0	0	2	0.00			2.00
03351	Admin - Operations		1	0	0	0	1	0.00			1.00
03352	Safety		0	0	0	0	0	0.00			0.00
03357	Admin - Executive		1	1	0	0	2	0.00			2.00
03360	Labor		0	0	0	0	0	0.00			0.00
03410	Revenue & Regulatory Development		0	0	0	0	0	0.00			0.00
03415	Regulatory Affairs		2	0	0	0	2	0.00	0.50		2.50
03416	Product & Service Development		0	0	0	0	0	0.00			0.00
03417	Product & Service Lg Customer		0	0	0	0	0	0.00			0.00
03420	Rates & Economic Analysis		0	0	0	0	0	0.00			0.00
03425	Financial Planning & Budgeting		3	0	0	0	3	0.00	1.00		4.00
03430	Gas Supply Demand		1	0	0	0	1	0.00			1.00
03435	Operational Planning & Development		5	0	0	0	5	0.00	0.50		5.50
03500	Energy Products & Services		1	0	0	0	1	0.00			1.00
03802	Billing		0	0	0	0	0	0.00			0.00
03851	ED-Application Development		12	1	0	0	13	0.00			13.00
03854	ED-Application Development		2	0	0	0	2	0.00			2.00
03856	Telecommunications		0	0	0	0	0	0.00			0.00
85750	Strategy		2	0	0	0	2	0.00			2.00
90305	Communications		2	0	0	0	2	0.00			2.00
90400	HR Employee Relations		2	2	0	0	4	0.00			4.00
90401	Training		0	0	0	0	0	0.00			0.00
90404	Admin Benefits		0	0	0	0	0	0.00			0.00
90405	Benefits		0	0	0	0	0	0.00	0.50		0.50
90406	Recruiting		0	0	0	0	0	0.00			0.00
90407	Compensation		0	0	0	0	0	0.00			0.00
90801	Taxes		0	0	0	0	0	0.00			0.00
90802	Treasury		0	1	0	0	1	0.00			1.00
90803	Reporting		1	0	0	0	1	0.00		0.00	1.00
90805	Audit		0	0	0	0	0	0.00			0.00
90806	Payroll		1	3	0	0	4	0.00			4.00
90807	Accounts Payable		0	0	0	0	0	0.00			0.00
90809	Finance		0	0	0	0	0	0.00			0.00
90811	Gas Revenue Accounting		4	0	0	0	4	0.00			4.00
90850	ED - IT Admin		1	3	0	0	4	0.00			4.00
90852	BS- Network Operations		0	0	0	0	0	0.00			0.00
90853	I/S Applications		0	0	0	0	0	0.00			0.00
90855	Y2000		0	0	0	0	0	0.00			0.00
90900	Legal		3	1	0	0	4	0.00			4.00
	Total		69	21	0	0	90	0	4.50	3.00	97.50

MANPOWER: BROCKTON      MONTH/YEAR: JUNE 2000

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
01100	Gas Operations	0	7	0	9	1	17	0.00	0.00	0	17
01105	Facilities	0	0	0	0	1	1	0.00	0.00	0	1
01115	System Maintenance	0	5	0	67	3	75	0.00	0.00	0	75
01120	Stores	0	0	0	4	0	4	0.00	0.00	0	4
01140	New Construction	0	6	0	0	0	6	0.00	0.00	0	6
01150	Fleet Maintenance	0	0	0	5	1	6	0.00	0.00	0	6
01205	C&I Sales	0	6	0	0	1	7	0.00	0.00	0	7
01210	Residential Sales	0	6	0	0	4	10	0.00	0.00	0	10
01215	Metering	0	3	0	36	0	39	0.00	0.00	0	39
01230	Customer Relations	0	3	0	0	24	27	1.50	0.00	1	30
01240	Revenue Recovery	0	0	0	2	5	7	0.50	0.00	0	8
01250	Customer Service	0	3	0	41	1	45	0.00	0.00	0	45
01260	Customer Connect	0	2	0	0	0	2	0.00	0.00	0	2
01270	Workforce Planning	0	1	0	0	11	12	1.50	0.00	0	14
01271	Dispatch	0	8	0	0	3	11	0.00	0.00	0	11
01305	Public/Community Rel.	0	0	0	0	0	0	0.00	0.00	0	0
01357	Divisional Administration	0	1	1	0	0	2	0.00	0.00	0	2
01400	Human Resources	0	1	0	0	0	1	0.00	0.00	0	1
	TOTAL	0	52	1	164	55	272	3.50	0.00	1	277

MANPOWER:

SPRINGFIELD

Jun-00

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical Full Time	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
02060	Gas Dispatch	0	14	0	0	1	15	0.00	0.00	0	15
02100	Gas Operations	0	2	0	10	0	12	0.00	0.00	0	12
02105	Building Facilities	0	0	0	3	2	5	0.00	0.00	0	5
02115	System Maintenance	0	6	3	38	1	48	0.00	0.00	0	48
02120	Stores	0	0	0	4	0	4	0.00	0.00	0	4
02130	Meter Testing/Repairs	0	1	0	9	0	10	0.00	0.00	0	10
02140	New Construction	0	6	0	0	2	8	0.00	0.00	0	8
02150	Fleet Maintenance	0	0	0	5	1	6	0.00	0.00	0	6
02205	C&I Sales	0	1	0	2	2	5	0.00	0.00	0	5
02210	Residential Sales	0	1	0	3	1	5	0.00	0.00	0	5
02215	Metering	0	3	0	26	0	29	0.00	0.00	0	29
02235	Call Center	0	7	0	0	71	78	3.00	0.00	0	81
02240	Revenue Recovery	0	1	0	4	15	20	0.00	0.00	0	20
02250	Customer Service	0	2	0	34	1	37	0.00	0.00	0	37
02260	Customer Connect	0	2	2	0	0	4	0.00	0.00	0	4
02270	Resource Deployment	0	1	0	0	9	10	1.50	0.00	0	12
02305	Generate Awareness	0	0	0	0	0	0	0.00	0.00	0	0
02357	Admin Field Location	0	1	1	0	0	2	0.00	0.00	0	2
02400	Culture Development	0	1	1	0	0	2	0.00	0.00	0	2
02850	Field Location PC Maintenance	0	0	0	0	1	1	0.00	0.00	0	1
	TOTAL	0	49	7	138	107	301	4.50	0.00	0	306

MANPOWER

LAWRENCE

MONTH/YR: JUNE 2000

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
04100	Gas Operations	0	0	0	3	0	3	0.00	0.00	0	3.00
04115	System Maintenance	0	1	0	12	0	13	0.00	0.00	0	13.00
04120	Stores	0	0	0	2	0	2	0.00	0.00	0	2.00
04140	New Construction	0	1	1	0	0	2	0.00	0.00	0	2.00
04150	Natural Gas Vehicles	0	0	0	0	0	0	0.00	0.00	0	0.00
04205	C&I Sales	0	2	1	0	0	3	0.00	0.00	0	3.00
04210	Residential Sales	0	0	0	0	0	0	0.00	0.00	0	0.00
04215	Metering	0	0	0	18	0	18	0.00	0.00	0	18.00
04230	Bills and Inquires	0	0	0	0	0	0	0.00	0.00	0	0.00
04240	Revenue Recovery	0	1	0	7	0	8	0.00	0.00	0	8.00
04250	Customer Service	0	1	0	17	0	18	0.00	0.00	0	18.00
04260	Customer Connect	0	1	0	0	0	1	0.00	0.00	0	1.00
04270	Workforce Planning	0	0	2	3	0	5	0.00	0.00	1	6.00
04305	Generate Awareness	0	0	0	0	0	0	0.00	0.00	0	0.00
04357	Division Admin.	0	1	2	0	0	3	0.00	0.00	0	3.00
04400	Human Resources	0	0	0	0	0	0	0.00	0.00	0	0.00
04500	Energy Products & Services	0	1	0	0	0	1	0.00	0.00	0	1.00
	TOTAL	0	9	6	62	0	77	0.00	0.00	1	78.00

## MANPOWER

## WESTBORO

MONTH/YR: JUNE 2000

Bay State Gas Company  
D.T.E. 06-31  
Attachment DTE-BSG 3-7 (H)  
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Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
03050	Gas Supply	0	4	1	0	0	5	0.00	1.00		6
03105	Facilities	0	1	4	0	0	5	0.00			5
03110	Purchasing	0	0	0	0	0	0	0.00			0
03140	Engineering	0	4	1	0	0	5	0.00			5
03200	Customer Support	0	1	1	0	0	2	0.00			2
03211	Market Services	0	2	0	0	0	2	0.00			2
03230	Billing Trans & Exchange	0	1	1	0	0	2	0.00			2
03240	Collections	0	1	0	0	0	1	0.00			1
03305	Communications	0	3	0	0	0	3	0.00			3
03315	Marketing & Sales	0	2	1	0	0	3	0.00			3
03330	Demand Side Management	0	1	2	0	0	3	0.00	0.50		4
03340	CARES	0	0	0	0	0	0	0.00			0
03351	Admin - Operations Southern	0	0	0	0	0	0	0.00			0
03352	Safety	0	1	0	0	0	1	0.00			1
03357	Admin - Operations	0	2	0	0	0	2	0.00			2
03360	Labor	0	1	0	0	0	1	0.00			1
03410	Revenue & Regulatory Development	0	0	0	0	0	0	0.00			0
03415	Regulatory Affairs	0	3	1	0	0	4	0.00			4
03416	Product & Service Development	0	3	0	0	0	3	0.00			3
03417	Product & Service Lg Customer	0	1	0	0	0	1	0.00			1
03420	Rates & Economic Analysis	0	2	0	0	0	2	0.00	0.50		3
03425	Budgets	0	5	0	0	0	5	0.00	0.50	1	7
03430	Gas Supply Demand	0	3	0	0	0	3	0.00			3
03435	Business Improvement	0	6	0	0	0	6	0.00			6
03500	Energy Products & Services	0	1	0	0	0	1	0.00	0.50		2
03802	Billing	0	0	0	0	0	0	0.00		1	1
03851	Application Development	0	15	1	0	0	16	0.00			16
03854	SCADA	0	6	0	0	0	6	0.00			6
03856	Telecommunications	0	5	0	0	0	5	0.00			5
85750	Strategic Planning	0	2	0	0	0	2	0.00			2
90305	Corporate Communications	0	4	1	0	0	5	0.00			5
90400	HR Employee Relations	0	2	2	0	0	4	0.00			4
90401	Training	0	0	0	0	0	0	0.00			0
90404	Benefits Admin	0	0	0	0	0	0	0.00			0
90405	Benefits	0	0	1	0	0	1	0.00	0.50		2
90406	Recruiting	0	0	0	0	0	0	0.00			0
90407	Compensation	0	0	0	0	0	0	0.00			0
90801	Taxes	0	0	0	0	0	0	0.00			0
90802	Treasury	0	2	2	0	0	4	0.00		1	5
90803	Accounting	0	1	0	0	0	1	0.00	0.50	1	3
90805	Audit	0	0	0	0	0	0	0.00			0
90806	Payroll	0	1	2	0	0	3	0.00			3
90807	Accounts Payable	0	0	1	0	0	1	0.00	0.50	2	4
90808	Investor Relations/Corp Clerk	0	0	0	0	0	0	0.00			0
90809	Finance	0	0	0	0	0	0	0.00			0
90810	Executive Administration	0	3	1	0	0	4	0.00			4
90811	Gas Revenue Accounting	0	5	0	0	0	5	0.00			5
90850	I/S	0	4	3	0	2	9	0.00			9
90852	I/S Network	0	2	4	0	0	6	0.00			6
90853	I/S Applications	0	0	0	0	0	0	0.00			0
90855	Y2000	0	0	0	0	0	0	0.00			0
90900	Legal	0	3	1	0	0	4	0.00			4
Total			103	31	0	2	136	0	4.50	6	146.50

MANPOWER:

BROCKTON

MONTH/YR: NOVEMBER 1999

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
01100	Gas Operations	0	7	0	10	1	18	0	0	0	18
01105	Facilities	0	0	0	0	1	1	0	0	0	1
01115	System Maintenance	0	5	0	60	1	66	0	0	0	66
01120	Stores	0	0	0	4	0	4	0	0	0	4
01140	New Construction	0	6	0	0	0	6	0	0	0	6
01150	Fleet Maintenance	0	0	0	5	0	5	0	0	0	5
01205	C&I Sales	0	6	0	0	1	7	0	0	0	7
01210	Residential Sales	0	6	0	0	4	10	0	0	0	10
01215	Metering	0	3	0	42	0	45	0	0	0	45
01230	Customer Relations	0	2	0	0	22	24	3	0	1	28
01240	Revenue Recovery	0	0	0	2	4	6	1	0	0	7
01250	Customer Service	0	3	0	45	1	49	0	0	0	49
01260	Customer Connect	0	2	0	0	0	2	0	0	0	2
01270	Resource Deployment	0	1	0	0	13	14	2	0	0	16
01271	Res. Depl.- Dispatch	0	8	0	0	3	11	0	0	0	11
01305	Public/Community Rel.	0	0	0	0	0	0	0	1	0	1
01357	Divisional Administration	0	1	0	0	0	1	0	0	0	1
01400	Human Resources	0	2	0	0	0	2	0	0	0	2
03305	Public/Community Rel.	0	1	0	0	0	1	0	0	0	1
90850	Corporate Mailroom	0	0	0	0	2	2	0	0	0	2
	TOTAL	0	53	0	168	53	274	6	1	1	282



MANPOWER:

SPRINGFIELD

Nov-99

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
02060	Gas Dispatch	0	14	0	0	2	16	0	0	0	16
02100	Gas Operations	0	2	0	12	2	16	0	0	0	16
02115	System Maintenance	0	6	3	35	1	45	0	0	0	45
02120	Stores	0	0	0	4	0	4	0	0	0	4
02130	Meter Testing/Repairs	0	1	0	12	0	13	0	0	0	13
02140	New Construction	0	6	0	0	2	8	0	0	0	8
02150	Fleet Maintenance	0	0	0	5	1	6	0	0	0	6
02205	C&I Sales	0	1	0	2	2	5	0	0	0	5
02210	Residential Sales	0	1	0	3	1	5	0	0	0	5
02215	Metering	0	3	0	28	0	31	0	0	0	31
02235	Call Center	0	3	0	0	43	46	5	0	0	51
02240	Revenue Recovery	0	1	0	2	25	28	1	0	0	29
02250	Customer Service	0	2	0	30	1	33	0	0	0	33
02260	Customer Connect	0	2	2	0	0	4	0	0	0	4
02270	Resource Deployment	0	1	0	0	9	10	3	0	0	13
02305	Generate Awareness	0	0	0	0	0	0	0	0	0	0
02357	Admin Field Location	0	1	0	0	0	1	0	0	0	1
02400	Culture Development	0	1	1	0	0	2	0	0	0	2
02850	Field Location PC Maintenance	0	0	0	0	1	1	0	0	0	1
	TOTAL	0	45	6	133	90	274	9	0	0	283

MANPOWER

LAWRENCE

MONTH/YR: NOVEMBER 1999

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
04100	Gas Operations		0	0	3	0	3	0	0	0	3
04115	System Maintenance		1	0	12	0	13	0	0	0	13
04120	Stores		0	0	2	0	2	0	0	0	2
04140	New Construction		1	1	0	0	2	0	0	0	2
04150	Natural Gas Vehicles		0	0	0	0	0	0	0	0	0
04205	C&I Sales		2	0	0	0	2	0	0	0	2
04210	Residential Sales		0	1	0	0	1	0	0	0	1
04215	Metering		1	0	18	0	19	0	0	0	19
04230	Bills and Inquires		0	0	0	0	0	0	0	0	0
04240	Revenue Recovery		0	0	2	6	8	0	0	0	8
04250	Customer Service		1	0	17	0	18	0	0	0	18
04260	Customer Connect		1	0	0	0	1	0	0	0	1
04270	Workforce Planning		0	2	0	4	6	0	0	1	7
04305	Generate Awareness		0	1	0	0	1	0	0	0	1
04357	Division Admin.		1	2	0	0	3	0	0	0	3
04400	Human Resources		0	0	0	0	0	0	0	0	0
04500	Energy Products & Services		1	0	0	0	1	0	0	0	1
	TOTAL	0	9	7	54	10	80	0	0	1	81

MANPOWER		WESTBORO		MONTH/YR		Nov-99							
Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed		
03050	Gas Supply		4	1	0	0	5	0	2	0	7		
03105	Facilities		1	4	0	0	5	0	0	0	5		
03110	Purchasing		0	0	0	0	0	0	0	0	0		
03140	Engineering		6	1	0	0	7	0	0	0	7		
03200	Customer Support		4	1	0	0	5	0	0	0	5		
03211	Market Services		2	0	0	0	2	0	0	0	2		
03230	Billing Trans & Exchange		0	1	0	0	1	0	0	0	1		
03240	Collections		1	0	0	0	1	0	0	0	1		
03305	Communications		2	0	0	0	2	0	0	0	2		
03315	Marketing & Sales		6	1	0	0	7	0	0	0	7		
03330	Demand Side Management		2	2	0	0	4	0	0	0	4		
03340	CARES		0	0	0	0	0	0	0	0	0		
03351	Admin - Operations Southern		0	0	0	0	0	0	0	0	0		
03352	Safety		1	0	0	0	1	0	0	0	1		
03357	Admin - Operations		1	1	0	0	2	0	0	0	2		
03360	Labor		1	0	0	0	1	0	0	0	1		
03410	Revenue & Regulatory Development		1	2	0	0	3	0	0	0	3		
03415	Regulatory Affairs		4	0	0	0	4	0	0	0	4		
03416	Product & Service Development		2	0	0	0	2	0	0	0	2		
03417	Product & Service Lg Customer		1	0	0	0	1	0	0	0	1		
03420	Rates & Economic Analysis		2	0	0	0	2	0	0	0	2		
03425	Budgets		3	0	0	0	3	0	1	0	4		
03430	Gas Supply Demand		2	0	0	0	2	0	0	0	2		
03435	Business Improvement		7	1	0	0	8	0	0	0	8		
03500	Energy Products & Services		1	0	0	0	1	0	1	0	2		
03802	Billing		0	0	0	0	0	0	0	1	1		
03851	I/S Applications		9	0	0	0	9	0	0	0	9		
03854	SCADA		4	0	0	0	4	0	0	0	4		
85750	Strategic Planning		4	0	0	0	4	0	1	0	5		
90305	Corporate Communications		3	1	0	0	4	0	0	0	4		
90400	HR Employee Relations		1	2	0	0	3	0	0	0	3		
90401	Training		1	0	0	0	1	0	0	0	1		
90405	Benefits		1	1	0	0	2	0	1	0	3		
90406	Recruiting		0	0	0	0	0	0	0	0	0		
90407	Compensation		0	0	0	0	0	0	0	0	0		
90801	Taxes		3	0	0	0	3	0	0	0	3		
90802	Treasury		3	1	0	0	4	0	0	2	6		
90803	Accounting		10	1	0	0	11	0	1	2	14		
90805	Audit		0	0	0	0	0	0	0	0	0		
90806	Payroll		1	3	0	0	4	0	0	0	4		
90807	Accounts Payable		1	2	0	0	3	0	2	0	5		
90808	Investor Relations/Corp Clerk		0	0	0	0	0	0	0	0	0		
90809	Finance		3	0	0	0	3	0	0	0	3		
90810	Executive Admin RAY/TWS		1	0	0	0	1	0	0	0	1		
90850	I/S		4	6	0	0	10	0	0	0	10		
90852	I/S Network		8	4	0	0	12	0	0	0	12		
90853	I/S Applications		6	0	0	0	6	0	0	0	6		
90855	Y2000		1	0	0	0	1	0	0	0	1		
90900	Legal		3	1	0	0	4	0	0	0	4		
Total			121	37	0	0	158	0	9	5	172		

# BROCKTON MANPOWER REPORT - JUNE 1998

Bay State Gas Company  
D.T.E. 06-31  
Attachment DTE-BSG-3-7 (J)  
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## LOCAL TRANSPORTATION

### SERVICES DELIVERY

Dept.	Dept. Name	APS	Union	C/I Union	Total Full Time	C/I Union Part Time	Temps	Total Employed
01205	C&I Sales	5	0	1	6	0	0	6
01210	Residential Sales	7	0	4	11	0	1	12
01215	Metering	2	40	0	42	0	7	49
01230	Customer Relations	1	0	25	26	4	4	34
01240	Revenue Recovery	0	3	0	3	1	3	7
01250	Customer Service	3	47	0	50	0	0	50
01260	Customer Connect	2	0	0	2	0	0	2
01270	Resource Deployment	2	0	14	16	1	6	23
01271	Res. Depl.- Dispatch	7	0	3	10	0	4	14
Total, Services Delivery		29	90	47	166	6	25	197

### SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	C/I Union	Total Full Time	C/I Union Part Time	Temps	Total Employed
01100	Gas Operations	7	10	1	18	0	2	20
01115	System Maintenance	5	59	0	64	0	4	68
01120	Stores	0	4	0	4	0	0	4
01140	New Construction	6	0	0	6	0	1	7
01150	Fleet Maintenance	0	5	1	6	0	0	6
Total, Maint. & Constr.		18	78	2	98	0	7	105

### SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	C/I Union	Total Full Time	C/I Union Part Time	Temps	Total Employed
90850	Corporate Mailroom	0	0	2	2	0	0	2
01357	Division Administration	0	0	0	0	0	0	0
01400	Culture Development	1	0	2	3	0	0	3
01305	Public/Community Rel.	1	0	0	1	1	0	2
Total, Support Services		2	0	4	6	1	0	7

**TOTAL, LOCAL TRANSPORTATION** 49 168 53 270 7 32 309

\*Parttime employee in Public/Community Relations Dept. is non-union.

## Springfield Manpower Report - Month Ending June 30, 1998

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UTILITY SEGMENTSERVICES DELIVERY

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02205	C&I Sales	2	2	2	6	1	0	7
02210	Residential Sales	1	4	1	6	0	0	6
02270	Resource Deployment	1	0	6	7	4	1	12
02250	Customer Service	2	37	0	39	0	0	39
02215	Metering	2	25	0	27	1	0	28
02260	Customer Connect	4	0	0	4	0	0	4
02230	Customer Relations	0	0	3	3	0	0	3
02235	Call Center	0	0	29	29	4	2	35
02240	Revenue Recovery	1	5	21	27	2	1	30
Total, Services Delivery		13	73	62	148	12	4	164

SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02060	Gas Dispatch	14	0	2	16	0	0	16
02100	Gas Operations	2	14	2	18	3	0	21
02115	System Maintenance	7	39	1	47	5	0	52
02140	New Construction	7	0	2	9	1	0	10
02150	Fleet Maintenance	0	5	1	6	0	0	6
02120	Stores	1	4	0	5	0	0	5
02130	Meter Testing/Repairs	1	14	0	15	0	0	15
Total, Maint. & Constr.		32	76	8	116	9	0	125

SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02305	Generate Awareness	1	0	0	1	0	1	2
02400	Culture Development	1	0	1	2	0	0	2
Total, Support Services		2	0	1	3	0	1	4

<b>TOTAL, UTILITY SEGMENT</b>		<b>47</b>	<b>149</b>	<b>71</b>	<b>267</b>	<b>21</b>	<b>5</b>	<b>293</b>
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# Lawrence Manpower Report - June 1998

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## UTILITY BUSINESS SEGMENT

SERVICES DELIVERY		C/T				Total			Total
Dept.	Dept. Name	APS	Union	Union	Clerical	Full Time	Temps.	PT	Employed
04205	C&I Sales	1	0	0	2	3	0	0	3
04210	Residential Sales	1	0	0	0	1	0	0	1
04215	Metering	1	17	0	0	18	1	0	19
04230	Bills and Inquires	0	0	8	0	8	1	0	9
04240	Revenue Recovery	0	2	0	0	2	0	0	2
04250	Customer Service	1	17	0	0	18	0	0	18
04260	Customer Connect	1	0	0	0	1	0	0	1
04270	Resource Deployment	0	0	2	2	4	0	0	4
Total, Services Delivery		5	36	10	4	55	2	0	57
SYSTEM MAINTENANCE/NEW CONSTRUCTION		C/T				Total			Total
Dept.	Dept. Name	APS	Union	Union	Clerical	Full Time	Temps.	PT	Employed
04100	Gas Operations	0	3	0	0	3	1	0	4
04115	System Maintenance	1	12	0	0	13	5	0	18
04120	Stores	0	2	0	0	2	1	0	3
04140	New Construction	1	0	0	1	2	0	0	2
04150	Natural Gas Vehicles	0	0	1	0	1	0	0	1
Total, Maint. & Constr.		2	17	1	1	21	7	0	28
SUPPORT SERVICES		C/T				Total			Total
Dept.	Dept. Name	APS	Union	Union	Clerical	Full Time	Temps.	PT	Employed
04305	Generate Awareness	1	0	0	0	1	0	1	2
04357	Division Admin.	0	0	0	1	1	0	0	1
04400	Culture	0	0	0	1	1	0	0	1
Total, Support Services		1	0	0	2	3	0	1	4
TOTAL, UTILITY BUSINESS SEGMENT		8	53	11	7	79	9	1	89

**WESTBOROUGH  
MANPOWER - 6/1/98 - 6/30/98**

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Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
<b>UTILITY SEGMENT</b>								
<b>SERVICES DELIVERY</b>								
03200	Services Delivery Mgmt	7	0	1	8	0	1	9
03205	Key Customer Accts	0	0	0	0	0	0	0
03210	Residential Sales	0	0	0	0	0	0	0
03211	Marketing	1	0	0	1	1	0	2
03240	Outside Collections	1	0	0	1	0	0	1
03315	Market Research	5	0	0	5	1	0	6
03330	Demand Side Management	2	0	2	4	1	0	5
03340	Residential Multi	1	0	0	1	0	0	1
Total, Services Delivery		17	0	3	20	3	1	24
<b>SYSTEM MAINTENANCE/NEW CONSTRUCTION</b>								
03105	Facilities	1	0	4	5	0	0	5
03110	Purchasing	5	0	1	6	0	1	7
03140	Engineering	6	0	1	7	0	0	7
03351	Admin	3	0	0	3	0	0	3
Total, Maint. & Constr.		15	0	6	21	0	1	22
<b>GAS CONTROL</b>								
03050	Gas Control	4	0	4	8	0	1	9
<b>SUPPORT SERVICES</b>								
03357	Utility Segment Admin	2	0	1	3	0	0	3
03410	Regulatory Pricing Costing	1	0	1	2	1	0	3
03415	Regulatory Affairs	2	0	0	2	0	0	2
03420	Rates	4	0	0	4	0	0	4
03421	Revenue Requirements	2	0	0	2	0	0	2
03425	Budgets	4	0	0	4	0	0	4
03430	Gas Demand	3	0	0	3	0	0	3
03435	Business Improvement	7	0	0	7	1	0	8
03802	Treasury	0	0	0	0	1	0	1
03851	Information Systems	7	0	0	7	0	0	7
03854	I/S Gas Supply	4	0	0	4	0	0	4
Total, Support Services		36	0	2	38	3	0	41
<b>TOTAL, UTILITY SEGMENT</b>		<b>72</b>	<b>0</b>	<b>15</b>	<b>87</b>	<b>6</b>	<b>3</b>	<b>96</b>
<b>ENERGY VENTURES</b>								
85750	Energy Ventures	5	0	0	5	0	0	5
<b>TOTAL, ENERGY VENTURES</b>		<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>CORPORATE SERVICES</b>								
Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed

**WESTBOROUGH  
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Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
90305	Corp Communications	3	0	2	5	0	0	5
90400	Employee Relations	2	0	2	4	0	0	4
90401	Training & Develop	3	0	1	4	1	0	5
90405	Benefits	3	0	1	4	0	1	5
90406	Recruitment	1	0	1	2	0	0	2
90407	Compensation	1	0	0	1	0	0	1
90801	Taxes	2	0	1	3	0	0	3
90802	Treasury	3	0	1	4	1	0	5
90803	Accounting	16	0	1	17	3	1	21
90805	Audit	3	0	0	3	0	0	3
90806	Payroll	2	0	3	5	0	0	5
90807	Accounts Payable	1	0	4	5	2	0	7
90808	I/S Governance	1	0	1	2	0	1	3
90809	Finance	3	0	0	3	0	0	3
90810	Exec Admin	3	0	1	4	0	1	5
90850	Computer Operations	8	0	10	18	2	0	20
90852	Network/Telecomm	2	0	0	2	2	0	4
90853	I/S Corp Services	4	0	0	4	0	0	4
90855	Y2K	1	0	1	2	0	0	2
90900	Legal/Insurance	3	0	1	4	0	0	4
<b>TOTAL, CORPORATE SERVICES</b>		<b>65</b>	<b>0</b>	<b>31</b>	<b>96</b>	<b>11</b>	<b>4</b>	<b>111</b>
<b>TOTAL WESTBORO</b>		<b>142</b>	<b>0</b>	<b>46</b>	<b>188</b>	<b>17</b>	<b>7</b>	<b>212</b>
<b>SEVERANCE (Westboro)</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>TOTAL WESTBORO W/ SEVERANCE</b>		<b>145</b>	<b>0</b>	<b>46</b>	<b>191</b>	<b>17</b>	<b>7</b>	<b>215</b>

Severance:	End Date
James Burke	03/31/99
John Doucette	02/28/99
Dave Shaw	10/31/98
Not Included	
Ed Hammet	09/18/98
Kevin McCarthy	02/23/99



**BROCKTON MANPOWER REPORT - NOVEMBER 1997****LOCAL TRANSPORTATION****SERVICES DELIVERY**

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
01205	C&I Sales	5	0	2	0	7	0	0	7
01210	Residential Sales	7	0	4	0	11	0	0	11
01215	Metering	2	46	0	0	48	2	0	50
01230	Customer Relations	1	0	27	0	28	0	4	32
01240	Revenue Recovery	0	3	0	0	3	1	1	5
01250	Customer Service	3	44	2	0	49	0	0	49
01260	Customer Connect	2	3	0	0	5	0	0	5
01270	Resource Deployment	8	0	11	0	19	2	5	26
Total, Services Delivery		28	96	46	0	170	5	10	185

**SYSTEM MAINTENANCE/NEW CONSTRUCTION**

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
01100	Gas Operations	6	10	1	0	17	0	0	17
01115	System Maintenance	5	60	0	0	65	0	0	65
01120	Stores	0	3	2	0	5	0	0	5
01140	New Construction	5	0	1	0	6	1	0	7
01150	Fleet Maintenance	1	6	1	0	8	0	0	8
Total, Maint. & Constr.		17	79	5	0	101	1	0	102

**SUPPORT SERVICES**

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
90850	Corporate Mailroom	0	0	2	0	2	0	0	2
01357	Division Administration	0	0	0	0	0	0	0	0
01400	Culture Development	1	0	2	0	3	0	0	3
03210	Public/Community Rel.	1	0	0	0	1	0	1	2
Total, Support Services		2	0	4	0	6	0	0	7

<b>TOTAL, LOCAL TRANSPORTATION</b>		<b>47</b>	<b>175</b>	<b>55</b>	<b>0</b>	<b>277</b>	<b>6</b>	<b>10</b>	<b>294</b>
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**ENERGYUSA**

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
10210	Propane Sales	2	0	0	0	2	0	0	2
01279	Propane Support Services	2	0	0	16	18	2	0	20
11500	Propane (Bulk)	2	14	0	0	16	0	0	16
15500	Propane (Transport)	1	2	0	0	3	0	0	3
TOTAL ENERGYUSA		7	16	0	16	39	2	0	41

<b>GRAND TOTAL BROCKTON</b>		<b>54</b>	<b>191</b>	<b>55</b>	<b>16</b>	<b>316</b>	<b>8</b>	<b>10</b>	<b>335</b>
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UTILITY SEGMENTSERVICES DELIVERY

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02205	C&I Sales	1	2	2	5	0	0	5
02210	Residential Sales	1	4	1	6	0	0	6
02270	Resource Deployment	2	0	6	8	0	2	10
02250	Customer Service	2	34	1	37	0	0	37
02215	Metering	2	27	0	29	4	0	33
02260	Customer Connect	2	0	0	2	0	0	2
02230	Customer Relations	0	0	5	5	1	1	7
02235	Call Center	0	0	17	17	1	1	19
02240	Revenue Recovery	1	4	17	22	2	4	28
Total, Services Delivery		11	71	49	131	8	8	147

SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02060	Gas Dispatch	13	0	2	15	0	0	15
02100	Gas Operations	2	16	1	19	0	0	19
02115	System Maintenance	9	41	1	51	1	0	52
02140	New Construction	7	0	2	9	1	0	10
02150	Fleet Maintenance	0	6	1	7	0	0	7
02120	Stores	1	4	0	5	0	0	5
02130	Meter Testing/Repairs	1	9	0	10	0	0	10
Total, Maint. & Constr.		33	76	7	116	2	0	118

SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02440	Copy Center/Mail Room	0	0	1	1	0	0	1
02305	Generate Awareness	1	0	0	1	0	1	2
02400	Culture Development	2	0	1	3	0	0	3
Total, Support Services		3	0	2	5	0	1	6

## TOTAL, UTILITY SEGMENT

47	147	58	252	10	9	271
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ENERGYUSA

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
12500	Propane	1	0	2	3	0	0	3
TOTAL ENERGYUSA		1	0	2	3	0	0	4
GRAND TOTAL, SPRINGFIELD		48	147	60	255	10	9	275

# Lawrence Manpower Report - November 1997

## LOCAL TRANSPORTATION

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### SERVICES DELIVERY

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	PT	Total Employed
04205	C&I Sales	1	0	0	2	3	0	0	3
04210	Residential Sales	1	0	0	0	1	0	0	1
04215	Metering	1	18	0	0	19	3	0	22
04230	Bills and Inquires	0	0	8	0	8	0	0	8
04240	Revenue Recovery	0	2	0	0	2	0	0	2
04250	Customer Service	1	17	0	0	18	0	0	18
04260	Customer Connect	1	0	0	0	1	0	0	1
04270	Resource Deployment	0	0	2	2	4	0	0	4
Total, Services Delivery		5	37	10	4	56	3	0	59

### SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	PT	Total Employed
04100	Gas Operations	0	3	0	0	3	0	0	3
04115	System Maintenance	1	12	0	1	14	0	0	14
04120	Stores	0	2	0	0	2	0	0	2
04140	New Construction	1	0	0	0	1	0	0	1
04150	Natural Gas Vehicles	0	0	1	0	1	0	0	1
Total, Maint. & Constr.		2	17	1	1	21	0	0	21

### SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	PT	Total Employed
04305	Generate Awareness	1	0	0	0	1	0	1	2
04357	Division Admin.	0	0	0	1	1	0	0	1
04400	Culture	1	0	0	0	1	0	0	1
Total, Support Services		2	0	0	1	3	0	1	4

### TOTAL, LOCAL TRANSPORTATION

9	54	11	6	80	3	1	84
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## ENERGYUSA

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	PT	Total Employed
10210	Residential Sales Force	0	0	0	0	0	0	0	0
14500	Propane	0	0	0	0	0	2	0	2
23500	Propane	0	0	0	0	0	0	0	0
TOTAL ENERGYUSA		0	0	0	0	0	2	0	2

### GRAND TOTAL, LAWRENCE

9	54	11	6	80	5	1	86
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November Companywide Total Fuel time Emp - #

WESTBOROUGH MANPOWER - 11/1/97 - 11/30/97						Bay State Gas Company D.T.E. 06-31 Attachment DTE-BSG-3-7 (K) Page 4 of 4			
WESTBOROUGH MANPOWER - 11/1/97 - 11/30/97									
LOCAL TRANSPORTATION									
SERVICES DELIVERY						Total			Total
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
03200	Services Delivery Mgmt	6	0	1	7			7	
03205	Key Customer Accts	0	0	0	0			0	
03210	Residential Sales	0	0	0	0			0	
03211	Marketing	1	0	0	1	1		2	
03240	Outside Collections	1	0	0	1			1	
03315	Market Reach	3	0	1	4			4	
03330	Demand Side Management	2	0	2	4			4	
03340	Residential Multi	1	0	0	1			1	
Total, Services Delivery		14	0	4	18	1	0	19	
SYSTEM MAINTENANCE/NEW CONSTRUCTION						Total			Total
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
03105	Facilities	2	0	3	5			5	
03110	Purchasing	4	0	2	6			6	
03140	Engineering	6	0	0	6			6	
Total, Maint. & Constr.		12	0	5	17	0	0	17	
GAS CONTROL						Total			Total
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
03050	Gas Control	4	0	2	6		1	7	
SUPPORT SERVICES						Total			Total
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
03357	Local Transportation	2	0	1	3			3	
03410	Regulatory Pricing Costing	1	0	2	3			3	
03415	Regulatory Affairs	2	0	0	2			2	
03420	Rates	4	0	0	4			4	
03421	Revenue Requirements	1	0	0	1			1	
03425	Budgets	4	0	0	4			4	
03430	Gas Demand	3	0	0	3			3	
03435	Business Improvement	6	0	1	7			7	
03851	Information Systems	9	0	0	9			9	
03854	I/S Gas Supply	5	0	0	5			5	
Total, Support Services		37	0	4	41	0	0	41	
TOTAL, LOCAL TRANSPORTATION		67	0	15	82	1	1	84	
ENERGYUSA									
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
10210		1	0	0	1			1	
10300	Marketing	3	0	0	3	1	1	5	
10400	Culture	1	0	0	1			1	
10410	Finance	2	0	0	2			2	
10520	Exec Admin	1	0	1	2			2	
10880	I/S	1	0	0	1		1	2	
50500	C&I Services Del	3	0	1	4			4	
51500	EAS	5	0	0	5	2		7	
57500	Sales - VT	1	0	0	1			1	
58500	Sales - Conn	1	0	0	1			1	
Total, EnergyUSA		19	0	2	21	3	2	26	